

NJDEP Remedial Phase Documents Online Services

Frequently Asked Questions

Getting Started

1. What's the difference between Registered and Non-Registered services?
2. Do I have to be logged into the LSRP's account to answer questions in the service?
3. Can more than one person log on to the same account at the same time?
4. Can more than one person work on a submission in progress at the same time?
5. What do I do if I can't find my site?
6. What if I can't remember my password?
7. Can I create a name for the submission and save my work as I go?
8. Can that name be changed?
9. Must tasks be completed in a specific order, or can some things be skipped and addressed later?
10. What do I do if I can't remember my Challenge questions or my PIN# for certification?

CID / AOCs

11. I have UST AOCs that are both Federal and State regulated. What AOC type do I choose for the CID?
12. I have an AOC that is a 550 gallon heating oil UST. What AOC type do I choose for the CID?
13. I have an AOC that is a heating oil UST greater than 2,000 gallons. What AOC type do I choose for the CID?
14. Do I have to connect every AOC on the CID to a registered Underground Storage Tank (UST)?
15. Do I have to connect Every Registered Underground Storage tank to an AOC?
16. What if I discover my CID has errors after submission?
17. I would like to transfer data from an old CID to the newest CID version. How can I do that safely?

Submitting Multiple Remedial Phases online

18. How do I submit multiple remedial phases using the online service?
19. I have multiple online remedial phases that I would like to submit for a case. Can I have more than one submission in progress for a case?
20. I have multiple phases to submit using the online service. Can I submit combined reports and common items such as the Receptor Evaluation Form once for all of these phases?
21. I have multiple phases to submit using the online service. Do I create a new CID for each phase?
22. Can I attach the RAO form and RAO to the RAR service?

Documents Upload

23. I already submitted a combined phase report via the portal including the CID and RE. Can I just submit the forms for the other phases since the DEP has these other files already?
24. If EDDs were previously submitted via email, is there a way to indicate this?
25. Why can't I upload the Remedial Phase Report?
26. If a report contains oversized figures (greater than 11x17), do we still need to send in paper copies (*as has been the practice for digital submissions for some time now*)?
27. What do I do about my REQUIRED full Lab Data deliverables (e.g. IEC, potable well, VI, Hex Chrome)?

Completing the Submission

28. How do I see what my answers are to my questions?
29. What if I discover I answered a question(s) incorrectly in the service?
30. I submitted my Remedial Phase Document and all required uploads via the online service. Do I need to mail the Remedial Phase form and supporting documents (RE, CID, Report) as well?

31. Do I have to send copies of the acknowledgements that I receive to my Responsible Party?
32. What do I do if I receive a follow-up email that notifies me that one or more email addresses associated with the case was Undeliverable?
33. I have questions about my timeframes, what do I do?

Getting Started

1. What's the difference between Registered and Non-Registered services?

For Registered services you need an ID and password. All of the LSRP services are registered services. For Non-Registered services you do not need an ID and Password. Your License fees and LSRP yearly fees can be paid through the Non-Registered services. Your Responsible Party can log in and do that themselves.

2. Do I have to be logged into the LSRP's account to answer questions in the service?

No. Any person can prepare the service all the way to the Certification page, the LSRP logs in to their own account, clicks Certifications tab, views the service summary, and when satisfied, certifies.

3. Can more than one person log on to the same account at the same time?

No.

4. Can more than one person work on a submission in progress at the same time?

No.

5. What do I do if I can't find my site?

The name of your site should be found on your Confirmed Discharge Notice, General Information Notice, or Notice of Intent. You can also use the search features in Data Miner, (<http://www.nj.gov/dep/opra/online.html>) which allows you to search sites based on County and Municipality. If you still can't find your site, you can call the SRP DEP Help-line at (609) 292-2943.

6. What if I can't remember my password?

On the login page select >> [Forgot my password](#)>> and follow the instructions from there.

7. Can I create a name for the submission and save my work as I go?

The name is prepopulated with a simple submission unique ID number and the PI number and name in the Submission Name page, but can be freely edited by the user. The name is used to help identify the service in your Workspace. It is possible to save and complete the service later. Each page is saved after you pass it and long pages have a save button.

8. Can that name be changed?

It is possible but inadvisable because the name is created/entered near the beginning and the user will need to go forward again through every page.

9. Must tasks be completed in a specific order, or can some things be skipped and addressed later?

It is not possible to Skip forward. Use the status bar on the left to navigate to previous screens. However, it is a complex service and we do not advise skipping around. The Online Instructions are on the SRP forms page and include every question. We recommend that the answers be prepared and all the required files should be ready before starting a service. Prepared users can complete a service in less than 15 minutes, probably less.

10. What do I do if I can't remember my Challenge questions or my PIN# for certification?

You can change your PIN# in your User Profile. Select |Change Cert PIN| and follow the instructions from there. There are also buttons on the certification page that allows you to change your PIN# and/or challenge questions.

CID / AOCs

11. I have UST AOCs that are both Federal and State regulated. What AOC type do I choose for the CID?

State regulated tanks are almost always federally regulated. Choose "Storage tank and appurtenance - Federal Regulated Underground storage tank".

12. I have an AOC that is a 550 gallon heating oil UST. What AOC type do I choose for the CID?

Heating oil USTs of 2,000 gallons or less capacity are unregulated. Choose "Storage tank and appurtenance – Unregulated Underground storage tank"

13. I have an AOC that is a heating oil UST greater than 2,000 gallons. What AOC type do I choose for the CID?

Heating oil USTs of greater than 2,000 gallons are state regulated, not federally regulated. Choose "Storage tank and appurtenance – State Regulated Underground storage tank".

14. Do I have to connect every AOC on the CID to a registered Underground Storage Tank (UST)?

No. However, every regulated UST AOC needs to be associated with at least one registered UST.

15. Do I have to connect Every Registered Underground Storage tank to an AOC?

No. However, every regulated UST AOC needs to be associated with at least one registered UST.

16. What if I discover my CID has errors after submission?

Email the revised CID to the Bureau of Inspection and Review at: srpbir@dep.nj.gov. Note that issues such as this may require the submission to be withdrawn or delay inspection.

17. I would like to transfer data from an old CID to the newest CID version. How can I do that safely?

For the first 6 columns, entire columns can be safely copied and pasted into the new CID, one column at a time. The rest of the CID (columns I through V) can be copied in a single copy and paste operation.

Submitting Multiple Remedial Phases online

18. How do I submit multiple remedial phases using the online service?

Complete and certify the online services in the following order: RIR-RAW-RAR. A remedial phase may be omitted if that phase is not applicable to the case, or has already been submitted. Do not prepare or certify the remedial phases out of order. Complete and certify each remedial phase before beginning the next remedial phase service. There is no shortcut to move from one remedial phase to the next. You must start at the LSRP Service Selection screen to begin each remedial phase submission.

19. I have multiple online remedial phases that I would like to submit for a case. Can I have more than one submission in progress for a case?

Do not start another or the next remedial phase submission before receiving an email acknowledging the first submission has been received. If you create two or more in progress submissions for the same case, additional AOCs will be created.

20. I have multiple phases to submit using the online service. Can I submit combined reports and common items such as the Receptor Evaluation Form once for all of these phases?

You can submit a combined report, but it must be submitted with each service as each online service is a stand-alone service. The Receptor Evaluation Form must be submitted with each service that requires that form.

21. I have multiple phases to submit using the online service. Do I create a new CID for each phase?

Use the same CID, but update the AOC Status, Status Date, RA Type, and Activity as appropriate for each service. Complete and certify each remedial phase service in the order RIR-RAW-RAR before beginning the next remedial phase service.

22. Can I attach the RAO form and RAO to the RAR service?

No, do not attach any RAO items to the RAR service. Send the RAO submission to BCAIN as a stand-alone submission package. Do not attach any other remedial phase submissions (PA, PA/SI, SI) to any online remedial phase service. Send those remedial phase submissions to BCAIN.

Documents Upload

23. I already submitted a combined phase report via the portal including the CID and RE. Can I just submit the forms for the other phases since the DEP has these other files already?

No. Each Remedial Phase Report submission should be complete for that phase. Each submission needs a CID, a Remedial Phase Report, and all other forms and attachments that pertain to that remedial phase.

24. If EDDs were previously submitted via email, is there a way to indicate this?

A comment field is available on the submission name page at the beginning of the service. In the comments box you may indicate that the EDD was already emailed. Then in the attachment upload page, click the bypass checkbox for the EDD upload if previously submitted by e-mail.

25. Why can't I upload the Remedial Phase Report?

Some common reasons as to why you can't load a report are:

- a) You may need to refresh your cache.
- b) You're not using a compatible browser. When you log into our portal system there is a list of compatible browsers. We recommend that you use FireFox or IE 10 for an optimal experience. Do not use Chrome.
- c) You don't have Java installed on your computer. If you don't have the application, follow the Java Setup instructions below.

Java Setup (one time only)

1. Close all browsers (internet Explorer, Firefox)
 2. Go to <http://java.com/en/>. Click 'Do I have Java?'
 3. Click 'Verify Java Version'
 4. Click the checkbox under 'Do not show this again...' and click 'Run'
 5. Follow the download and install steps if you do not have the current version.
- d) Your internet provider has not listed the NJDEP site listed as a supported site. If you receive security errors, follow the Configuring Java instructions below

Configuring Java

To prevent a possible security certificate error you need to take the following steps:

1. Copy this link to the clipboard: https://www9.state.nj.us/DEP_RSP/Orchestrate.do
2. Click on "Start" (windows icon), then "All Programs"
3. Select the Java folder, then select Configure Java
4. Click on the Security tab
5. Click Edit Site List
6. Click Add
7. Click in the row that appears and while holding down the ctrl key, type v to paste
8. Click OK, OK
9. Restart your browser

26. If a report contains oversized figures (greater than 11x17), do we still need to send in paper copies (as has been the practice for digital submissions for some time now)?

No. You do not need to send in paper copies for reports submitted in the online service. However, it will be very helpful for the Bureau of Inspection and Review if large format Maps and Figures be split out and uploaded in the Maps and Figures page of the Remedial Phase Service to facilitate inspection.

27. What do I about my REQUIRED full Lab Data deliverables (e.g. IEC, potable well, VI, Hex Chrome)?

Send in through normal process to ODQ, paper copy within 30 days of receipt of lab results with the Full Lab Deliverables form.

Completing the Submission

28. How do I see what my answers are to my questions?

If you are on the certifications page, you can select the View button that is located towards the right of the page. Otherwise the best place to find your answers is from My Workspace page. From My Workspace in the In Progress grid, find your service ID and click on the Summary button.

29. What if I discover I answered a question(s) incorrectly in the service?

The questions you see in the service can change depending on the answers you gave to previous questions. Therefore, it is likely that such issues may require the submission to be withdrawn. All of the questions are available in the Online instructions. Be prepared to answer the questions before entering the service. Email Bureau of Inspection and Review at: srpbir@dep.nj.gov with the issue and they will let you know if you need to withdraw the submission. If you need to withdraw your submission for any reason please copy the responsible party and provide a brief statement identifying what phase(s) you intend to withdraw then send it to the Inspector or Reviewer who is auditing your case or if it is unassigned send it to BIR at the email address above.

30. I submitted my Remedial Phase Report and all required uploads via the online service. Do I need to mail the Remedial Phase form and supporting documents (RE, CID, Report) as well?

No. If you have submitted the Remedial Phase Report online do not submit the paper form and do not mail in documents that you submitted online. However, If you bypassed any of the required uploads you still have to mail the required documents with the transmittal sheet that is located on the last page of your acknowledgement email letter within 14 days of completing the online service. If the bypassed information is not submitted within 14 days the NJDEP will archive your submittal. In order to complete the remedial phase, you will be required to redo and certify the online service, including all of the required uploads.

31. Do I have to send copies of the acknowledgements that I receive to my Responsible Party?

No, we send a copy of the acknowledgement to all the Responsible Parties identified in your case. For the Remedial Phase Report services we send a copy to the Person responsible for conducting the remediation.

32. What do I do if I receive a follow-up email that notifies me that one or more email addresses associated with the case was Undeliverable?

That means that our records indicate that one or more of your Responsible Party contacts has an email that we can't send the confirmation to. This could be because the email is invalid or because that email's provider has blocked our email from being delivered. If the email is undeliverable because of an invalid email, you can submit a "Site and Contact Information Update Form" to the Bureau of Initial Notice. The form can be found at: <http://www.state.nj.us/dep/srp/srra/forms/>.

If the email was denied by the email provider then check that domain for spam and accept emails from PortalComments@dep.nj.gov. You also need to make sure that your Responsible Party receives a copy of the acknowledgement since we were not able to deliver one.

33. I have questions about my timeframes, what do I do?

A Summary of Regulatory and Mandatory Timeframes for Remediation is available at: http://www.nj.gov/dep/srp/srra/training/quick_reference.html